

Anger Management

Sample



Corporate Training Materials

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Preface

What is Courseware?



Welcome to Corporate Training Materials, a completely new training experience!

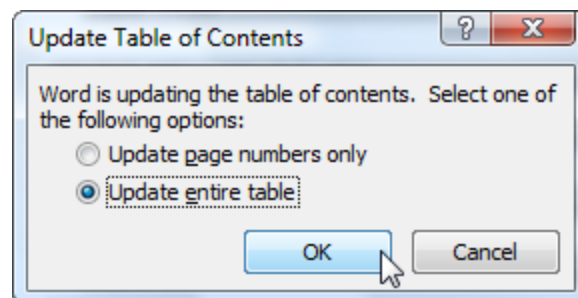
Our courseware packages offer you top-quality training materials that are customizable, user-friendly, educational, and fun. We provide your materials, materials for the student, PowerPoint slides, and a take-home reference sheet for the student. You simply need to prepare and train!

Best of all, our courseware packages are created in Microsoft Office and can be opened using any version of Word and PowerPoint. (Most other word processing and presentation programs support these formats, too.) This means that you can customize the content, add your logo, change the color scheme, and easily print and e-mail training materials.

How Do I Customize My Course?

Customizing your course is easy. To edit text, just click and type as you would with any document. This is particularly convenient if you want to add customized statistics for your region, special examples for your participants' industry, or additional information. You can, of course, also use all of your word processor's other features, including text formatting and editing tools (such as cutting and pasting).

To remove modules, simply select the text and press Delete on your keyboard. Then, navigate to the Table of Contents, right-click, and click Update Field. You may see a dialog box; if so, click "Update entire table" and press OK.

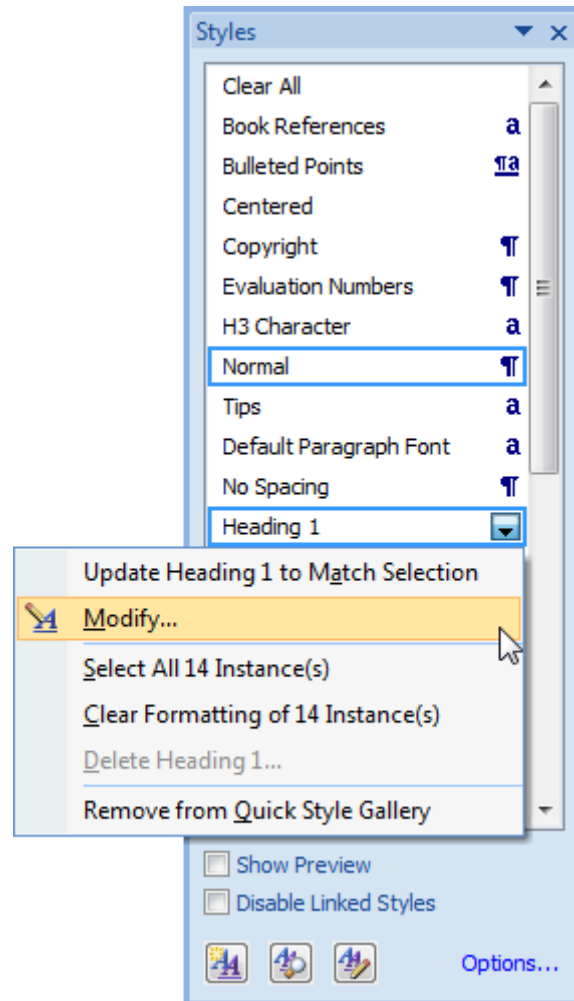


(You will also want to perform this step if you add modules or move them around.)

If you want to change the way text looks, you can format any piece of text any way you want. However, to make it easy, we have used styles so that you can update all the text at once.

If you are using Word 97 to 2003, start by clicking the Format menu followed by Styles and Formatting. In Word 2007 and 2010 under the Home tab, right-click on your chosen style and click Modify. That will then produce the Modify Style options window where you can set your preferred style options.

For example, if we wanted to change our Heading 1 style, used for Module Titles, this is what we would do:



Now, we can change our formatting and it will apply to all the headings in the document.

For more information on making Word work for you, please refer to [Word 2007 or 2010 Essentials](#) by Corporate Training Materials.

Materials Required

All of our courses use flip chart paper and markers extensively. (If you prefer, you can use a whiteboard or chalkboard instead.)

We recommend that each participant have a copy of the Training Manual, and that you review each module before training to ensure you have any special materials required. Worksheets and handouts are included within a separate activities folder and can be reproduced and used where indicated. If you would like to save paper, these worksheets are easily transferrable to a flip chart paper format, instead of having individual worksheets.

We recommend these additional materials for all workshops:

- Laptop with projector, for PowerPoint slides
- Quick Reference Sheets for students to take home
- Timer or watch (separate from your laptop)
- Masking tape
- Blank paper

Maximizing Your Training Power

We have just one more thing for you before you get started. Our company is built for trainers, by trainers, so we thought we would share some of our tips with you, to help you create an engaging, unforgettable experience for your participants.

- **Make it customized.** By tailoring each course to your participants, you will find that your results will increase a thousand-fold.
 - Use examples, case studies, and stories that are relevant to the group.
 - Identify whether your participants are strangers or whether they work together. Tailor your approach appropriately.
 - Different people learn in different ways, so use different types of activities to balance it all out. (For example, some people learn by reading, while others learn by talking about it, while still others need a hands-on approach. For more information, we suggest Experiential Learning by David Kolb.)
- **Make it fun and interactive.** Most people do not enjoy sitting and listening to someone else talk for hours at a time. Make use of the tips in this book and your own experience to keep your participants engaged. Mix up the activities to include individual work, small group work, large group discussions, and mini-lectures.
- **Make it relevant.** Participants are much more receptive to learning if they understand why they are learning it and how they can apply it in their daily lives. Most importantly, they want to know how it will benefit them and make their lives easier. Take every opportunity to tie what you are teaching back to real life.
- **Keep an open mind.** Many trainers find that they learn something each time they teach a workshop. If you go into a training session with that attitude, you will find that there can be an amazing two-way flow of information between the trainer and trainees. Enjoy it, learn from it, and make the most of it in your workshops.

And now, time for the training!

Icebreakers

Each course is provided with a wide range of interactive Icebreakers. The trainer can utilize an Icebreaker to help facilitate the beginning of the course, as it helps “break the ice” with the participants. If the participants are new to each other, an icebreaker is a great way to introduce everyone to each other. If the participants all know each other it can still help loosen up the room and begin the training session on positive note. Below you will see one of the icebreakers that can be utilized from the Icebreakers folder.

Icebreaker: Friends Indeed

Purpose

Have the participants moving around and help to make introductions to each other.

Materials Required

- Name card for each person
- Markers

Preparation

Have participants fill out their name card. Then, ask participants to stand in a circle, shoulder to shoulder. They should place their name card at their feet. Then they can take a step back. You as the facilitator should take the place in the center of the circle.

Activity

Explain that there is one less place than people in the group, as you are in the middle and will be participating. You will call out a statement that applies to you, and anyone to whom that statement applies must find another place in the circle.

Examples:

- Friends who have cats at home
- Friends who are wearing blue
- Friends who don't like ice cream

The odd person out must stand in the center and make a statement.

The rules:

- You cannot move immediately to your left or right, or back to your place.
- Let's be adults: no kicking, punching, body-checking, etc.

Play a few rounds until everyone has had a chance to move around.

Training Manual Sample

On the following pages is a sample module from our Training Manual. Each of our courses contains twelve modules with three to five lessons per module. It is in the same format and contains the same material as the Instructor Guide, which is then shown after the Training Manual sample, but does not contain the Lesson Plans box which assists the trainer during facilitation.

The Training Manual can be easily updated, edited, or customized to add your business name and company logo or that of your clients. It provides each participant with a copy of the material where they can follow along with the instructor.

*People who fly into a rage always
make a bad landing.*

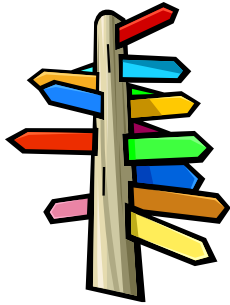
Will Rogers

Sample Module: Gaining Control



Anger is instinctual, yes. It is an emotion that comes unbidden and we often don't have a choice whether we would be angry or not. What we can do however, is take control of our anger when it comes. In this module, we will discuss ways to gain control over our anger. Specifically we will discuss recognizing warning signs, coping thoughts, relaxation techniques and ways to blow off steam.

A Word of Warning



The first step in gaining control of anger is to recognize its warning signs. You have to be aware of symptoms that your anger is about to build up, so that you can catch yourself early and make the necessary intervention. This process involves taking yourself from the 'moment' and observing your own reactions from a third person point of view.

Warning signs of anger exists in a range. Some are very obvious; others very subtle. They differ from person to person.

Signs of anger can be physical, mental, emotional, and behavioral.

Emotional signs of anger include:

- sadness
- irritability
- guilt
- resentment
- feeling like you need to hurt someone
- needing to be alone
- needing to isolate one's self
- numbness

Behavioral signs of anger include:

- clenching of fist
- pounding of fist on any surface
- pacing
- raising one's voice
- any act of aggression/ passive-aggression

Physical signs of anger include:

- rapid heart rate
- difficulty breathing
- headache
- stomachache
- sweating
- feeling hot in the face and neck
- shaking

Mental signs of anger include:

- difficulty concentrating
- obsessing on the situation
- thinking vengeful thoughts
- cynicism

Using Coping Thoughts

Once you realize that you are angry, or that you're about to get angry, you can start calming yourself mentally. The following are just a few mental scripts you can use to keep your anger under control.



- Calm down first, and think this through.
- This may not be as bad as it seems.
- This is just one incident --- it doesn't define my life.
- I am capable of managing this situation.
- It's alright to be upset. / I have the right to be upset in this situation. / I am angry.
- What needs to be done immediately? (Damage control/ solution-focused mode).
- Bad things/ Mistakes do happen/ Nothings says that things will go right all the time.
- There is no need to feel threatened here.
- I have no control over other people and their feelings. But I have control over myself.
- I have managed anger successfully before and I will again.

Using Relaxation Techniques

Another way to help you control your anger is to intentionally induce yourself to a state of calm. This can help especially in addressing the physical symptoms of anger.



Relaxation techniques that you can do include:

1. Breathing Exercises

Deliberately controlling your breathing can help a person calm down. Ways to do this include: breathing through one's nose and exhaling through one's mouth, breathing from one's diaphragm, and breathing rhythmically.

2. Meditation

Meditation is a way of exercising mental discipline. Most meditation techniques involve increasing self-awareness, monitoring thoughts, and focusing. Meditation techniques include prayer, the repetition of a mantra, and relaxing movement or postures.

3. Progressive Muscle Relaxation (PMR)

PMR is a technique of stress management that involves mentally inducing your muscles to tense and relax. PMR usually focuses on areas of the body where tension is commonly felt, such as the head, shoulders, and chest area. It's a way to exercise the power of the mind over the body.

4. Visualization

Visualization is the use of mental imagery to induce relaxation. Some visualization exercise involves picturing a place of serenity and comfort, such as a beach or a garden. Other visualization exercises involve imagining the release of anger in a metaphorical form. An example of this latter kind of visualization is imagining one's anger as a ball to be released to space.

5. Music

Some people find listening to music as very relaxing. The kind of music that's calming differs from person to person; traditional relaxation music includes classical pieces, acoustic sounds, and even ambient noises.

6. Art and Crafts

There are people who find working with their hands as a good way to relax. This is especially true for people who feel their tensions in their hands. Drawing pictures, paper construction and sculpting are just some of the ways to de-stress when faced with an anger trigger. Arts and crafts are helpful because it keeps a person from obsessing on the anger while he or she is still in the recovery phase of the anger cycle.

Blowing Off Some Steam

Another way of controlling your anger is by getting the anger energy out---blowing off steam. These techniques are especially helpful when you are in the crisis phase of the anger cycle.



The following are some constructive ways of blowing off steam:

1. Screaming

If the place would allow it, screaming can help release the tensions and frustrations that come with anger. Think of the thing that angers you the most, build momentum, and let it out in one big shout. You may also scream out the words you wish you could say if the venue is appropriate; the louder the scream, the better.

2. Physical Activity

Many people find exercise, sports, dancing and even just pacing about, as effective ways to vent anger. This makes sense; if the fight and flight response gears a person for physical action, then physical action might indeed be the best way to deal with the anger. Physical activity is also believed to release endorphins, our natural mood regulators.

3. Pillow Punching

The need to fight back may be channeled through punching pillows. Pillows provide a safe way to release tensions; it's safe not just for the object of the anger but also for one's self. Related techniques include wringing out towels and breaking old plates.

4. Writing

If physical activities are not your thing, you can blow off steam by expressing your thoughts and feelings in writing. You can write in an unstructured way, simply putting on paper the first thing that comes to your mind. You can also be more creative about it, and channel your anger through poetry or song.

5. Singing

Here's a new one: vent your anger by going to your nearest videoke or karaoke bar. Many people find singing therapeutic, especially if the song lyrics and melody matches one's mood.

Instructor Guide Sample

On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box. Each Instructor Guide and Training Manual mirrors each other in terms of the content. They differ in that the Instructor Guide is customized towards the trainer, and Training Manual is customized for the participant.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor train that particular lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.

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Will Rogers

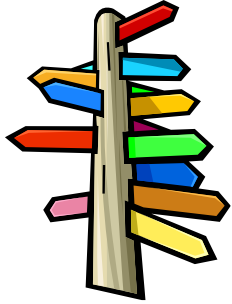
Sample Module: Gaining Control



Anger is instinctual, yes. It is an emotion that comes unbidden and we often don't have a choice whether we would be angry or not. What we can do however, is take control of our anger when it comes. In this module, we will discuss ways to gain control over our anger. Specifically we will discuss recognizing warning signs, coping thoughts, relaxation techniques and ways to blow off steam.

A Word of Warning

Estimated Time	10 minutes
Topic Objective	<p>To present common warning signs of anger.</p> <p>To explain why reading warning signs of anger is important in anger management.</p>
Topic Summary	<p>The first step in gaining control of anger is to recognize its warning signs. You have to be aware of symptoms that your anger is about to build up, so that you can catch yourself early and make the necessary intervention.</p> <p>Signs of anger can be physical, mental, emotional, and behavioral.</p>
Materials Required	Flip chart paper and marker
Recommended Activity	<p>Being able to successfully read warning signs of anger involves the skill of being self-aware (also called being in a 'meta-position'). This means that you are capable of observing yourself from a third person point of view. This position does not come naturally to people and may require practice and conscious effort to develop.</p> <p>To help the participants understand the meta-position, you can engage them in a short awareness exercise. Just ask them to sit down, relax, and close their eyes for 5 minutes. During these five minutes, ask the participants to note what is going on in their body, mind, and emotions.</p> <p>Ask the group what the experience was like afterwards.</p>
Stories to Share	<p>Reading your anger signs is not easy, especially if you are not trained to watch out for them. Also, the more a person practices anger repression, the more difficult it is to recognize its warning signs. For example, some people just experience anger as general irritability, numbness, depression, or health-related symptoms like headache and back pain.</p>
Delivery Tips	<p>You can ask the group to refer to their pre-assignment review answers for their personal signs of anger.</p>
Review Questions	<p>Why is it important to be able to read warning signs of anger?</p>



The first step in gaining control of anger is to recognize its warning signs. You have to be aware of symptoms that your anger is about to build up, so that you can catch yourself early and make the necessary intervention. This process involves taking yourself from the 'moment' and observing your own reactions from a third person point of view.

Warning signs of anger exists in a range. Some are very obvious; others very subtle. They differ from person to person.

Signs of anger can be physical, mental, emotional, and behavioral.

Emotional signs of anger include:

- sadness
- irritability
- guilt
- resentment
- feeling like you need to hurt someone
- needing to be alone
- needing to isolate one's self
- numbness

Behavioral signs of anger include:

- clenching of fist
- pounding of fist on any surface
- pacing
- raising one's voice
- any act of aggression/ passive-aggression

Physical signs of anger include:

- rapid heart rate
- difficulty breathing
- headache
- stomachache
- sweating
- feeling hot in the face and neck
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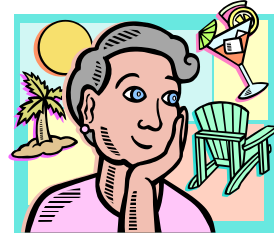
Mental signs of anger include:

- difficulty concentrating
- obsessing on the situation
- thinking vengeful thoughts
- cynicism

Using Coping Thoughts

Estimated Time	10 minutes
Topic Objectives	To present examples on how to calm one's self using coping thoughts.
Topic Summary	<p>When you feel anger escalating, one way to take control of it is by self-talk. Some of the things that you can tell yourself are:</p> <ul style="list-style-type: none">• Calm down first, and think this through.• This may not be as bad as it seems• This is just one incident --- it doesn't define my life.• I am capable of managing this situation.
Materials Required	<p>Flip chart paper and marker</p> <p>Worksheet: Using Coping Thoughts</p>
Planning Checklist	Print out Worksheet Two for everyone.
Recommended Activity	Ask the group to accomplish Worksheet Two. In this worksheet, the group will be asked to think of three personal triggers of anger, and their unhelpful ways of thinking in that situation. After listing triggers and unhelpful thoughts, the participants would be asked to create alternative coping thoughts.
Stories to Share	Saying coping thoughts out loud is also helpful in managing anger.
Delivery Tips	Encourage the group to share personal coping thoughts that they have found effective in the past. You may also share a personal example.
Review Questions	Give one example of a coping thought to manage anger.

Once you realize that you are angry, or that you're about to get angry, you can start calming yourself mentally. The following are just a few mental scripts you can use to keep your anger under control.



- Calm down first, and think this through.
- This may not be as bad as it seems.
- This is just one incident --- it doesn't define my life.
- I am capable of managing this situation.
- It's alright to be upset. / I have the right to be upset in this situation. / I am angry.
- What needs to be done immediately? (Damage control/ solution-focused mode).
- Bad things/ Mistakes do happen/ Nothings says that things will go right all the time.
- There is no need to feel threatened here.
- I have no control over other people and their feelings. But I have control over myself.
- I have managed anger successfully before and I will again.

Using Relaxation Techniques

Estimated Time	10 minutes
Topic Objective	To present examples of relaxation techniques. To explain why relaxation techniques can help manage anger.
Topic Summary	<p>Another way to gain control of anger is to intentionally induce a state of calm. Relaxation techniques that you can do include:</p> <ul style="list-style-type: none">• Breathing Exercises• Meditation• Progressive Muscle Relaxation• Visualization• Music• Arts and Crafts
Materials Required	Flip chart paper Markers
Recommended Activity	<p>Ask the group what the word 'relax' means for them. Solicit what the feeling of being relaxed is like. From their answers, brainstorm ways on how to get to that relaxed feeling.</p> <p>You may also model/ practice a relaxation technique. Breathing exercises and guided imagery are examples of relaxation techniques you can do in a short time.</p>
Delivery Tips	Solicit from the group relaxation techniques that they have found effective in the past. You may also share a personal example.
Review Questions	Give an example of a relaxation technique.

Another way to help you control your anger is to intentionally induce yourself to a state of calm. This can help especially in addressing the physical symptoms of anger.



Relaxation techniques that you can do include:

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Blowing Off Some Steam

Estimated Time	10 minutes
Topic Objective	To present ways of venting anger and frustration.
Topic Summary	<p>Venting one's anger can also be an excellent way of controlling it.</p> <p>Ways to blow off steam include:</p> <ul style="list-style-type: none">• Screaming• Physical Activity• Pillow Punching• Writing• Singing
Materials Required	<p>Flip chart</p> <p>Markers</p> <p>Materials you need to demonstrate the technique you want to model/ simulate</p>
Planning Checklist	Prepare the materials that you would need for the venting technique that you picked for the activity. For example, bring a pillow if you chose punching pillows.
Recommended Activity	Get the group to sample some of the ways of blowing off steam, preferably by modeling them first. The ones that would work best in a workshop setting include pillow punching and screaming.
Delivery Tips	Solicit from the group techniques in blowing off steam that they have found effective in the past. You may also share your own if you like.
Review Questions	Give one example of ways to blow off steam.

Another way of controlling your anger is by getting the anger energy out--- blowing off steam. These techniques are especially helpful when you are in the crisis phase of the anger cycle.



The following are some constructive ways of blowing off steam:

1. Screaming

If the place would allow it, screaming can help release the tensions and frustrations that come with anger. Think of the thing that angers you the most, build momentum, and let it out in one big shout. You may also scream out the words you wish you could say if the venue is appropriate; the louder the scream, the better.

2. Physical Activity

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Activities

During the facilitation of a lesson Worksheet or Handout may be utilized to help present the material. If a lesson calls for a Worksheet or Handout it will be listed in the Lesson Plan box under Materials Required. The trainer can then utilize the Activities folder for the corresponding material and then provide it to the participants. They are all on separate Word documents, and are easily edited and customized.

Below you will see the Worksheets or Handouts that are utilized during the training of the above lesson. They are located in the Activities folder and can be easily printed and edited for the participants.

Sample Worksheet: Using Coping Thoughts

Think of three personal triggers of anger. List them in the first column.

Next, think of unhelpful thoughts that you engage in during that situation. Write them down in the second column.

After listing triggers and unhelpful thoughts, create alternative thoughts that can help you cope with the situation. List them in the third column.

Anger Triggers	Unhelpful Ways of Thinking about the Situation	Alternative Coping Thoughts

Quick Reference Sheets

Below is an example of our Quick reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date.

They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.

Anger Management

Using Coping Thoughts

- Calm down first, and think this through.
- This may not be as bad as it seems.
- This is just one incident --- it doesn't define my life.
- I am capable of managing this situation.
- It's alright to be upset. / I have the right to be upset in this situation. / I am angry.
- What needs to be done immediately? (Damage control/ solution-focused mode).
- Bad things/ Mistakes do happen/ Nothings says that things will go right all the time.
- There is no need to feel threatened here.
- I have no control over other people and their feelings. But I have control over myself.
- I have managed anger successfully before and I will again.



Helpful Ways of Dealing with Anger

- **DO acknowledge that you are angry.** It is important that you know how to recognize that you are angry, and give yourself permission to feel it.
- **DO calm yourself before you say anything.** In the previous discussions, we saw how there is a biological reason why anger can feel overwhelming -- our body is engaged in a fight or flight response. It helps then to defer any reactions until you have reached the return to normal/ adaptive phase of the anger cycle.
- **DO speak up, when something is important to you.** This is the opposite to 'keeping it all in.' If a matter is important to you, so much so that keeping silent would just result in physical and mental symptoms, then let it out.
- **DO explain how you're feeling in a manner that shows ownership and responsibility for your anger.** Take ownership and responsibility for your feelings. This makes the anger within your control (you can't control other people).



Identify Your Hot Buttons



Hot buttons differ from person to person. Our personal histories influence what would make us angry. Some triggers are caused by conditioning, modeling, and unresolved issues. A key to seeing if a hot button is the real cause of the anger, or just a trigger, is to see if your anger reaction is proportionate to what the situation calls for. If you're angrier than you should be, perhaps there is an underlying emotional issue that needs to be surfaced.

Certificate of Completion

Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.

CERTIFICATE OF COMPLETION

[Name]

Has mastered the course

Anger Management

Awarded this _____ day of _____, 20____

Presenter Name and Title

PowerPoint Sample

Below you will find the PowerPoint sample. The slides are based on and created from the Training Manual. PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.

Sample Module: Gaining Control

Anger is instinctual, yes. It is an emotion that comes unbidden and we often don't have a choice whether we would be angry or not. What we can do however, is take control of our anger when it comes. In this module, we will discuss ways to gain control over our anger.

People who fly
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always make a
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Will Rogers



A Word of Warning

Recognize the warning signs.

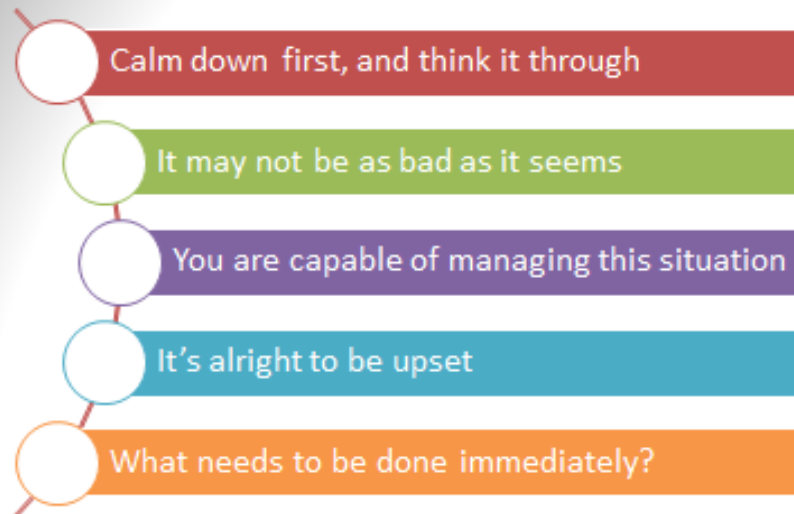
Physical

Mental

Emotional

Behavioral

Using Coping Thoughts

- 
- 1. Calm down first, and think it through
 - 2. It may not be as bad as it seems
 - 3. You are capable of managing this situation
 - 4. It's alright to be upset
 - 5. What needs to be done immediately?

Using Relaxation Techniques

- 
- Breathing Exercises
 - Meditation
 - Progressive Muscle Relaxation (PMR)
 - Visualization
 - Music

Blowing Off Some Steam

Physical
Activity

Music

Pillow
Punching

Writing

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